THE CITY OF OKLAHOMA CITY Management, Administrative & Technical Support Positions (Pay Grades 501-515) Performance Evaluation Form

Employee Name Melissa Jackson	Job Title Records Coordinator	ordinator (
Employee Identification # 27101	Department/Division	Department/Division Municipal Courts / Administration	inistration	
Reviewer Becca Jessop	Review Period From	6/15/10	ا م	6/14/11
GENERAL INSTRUCTIONS:				
Review and evaluate the employee's overall job performance during the specified review period. Part I includes eleven (11) Performance Factors that are to be rated for all employees on the management pay plan (grades 501 - 515), where applicable. Using the numerical performance rating scale below, check the box that best indicates bound the employee's performance in each factor. It is recommended that supporting comments be included in the reviewer comments area. Please check only one (1) rating for each factor. If a performance factor does not apply, you should check the N/A box and explain in the reviewer comment area why the factor does not apply. *Ratings of 1 or 2 require specific explanation. Part II is used to evaluate Other Factors/Performance Measures that have been agreed upon as important	ed review period. Part I in e. Using the numerical ped that supporting commishould check the N/A boxevaluate Other Factors/P	during the specified review period. Part I includes eleven (11) Performance Factors that are to be rated for), where applicable. Using the numerical performance rating scale below, check the box that best indicates. It is recommended that supporting comments be included in the reviewer comments area. Please check es not apply, you should check the N/A box and explain in the reviewer comment area why the factor does Part II is used to evaluate Other Factors/Performance Measures that have been agreed upon as important	mance Factors the bylow, check the by viewer comments fer comment area is have been agreents.	ox that best indicates ox that best indicates area. Please check why the factor does ed upon as important

PERFORMANCE RATING SCALE:

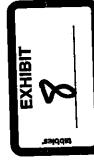
performance and communicate expectations.

Part I and Part II will be averaged to determine the overall performance rating. The supervisor must review the appraisal with the employee to provide feedback on job by the employee and supervisor for the applicable review period. Use Part III to list Other Factors/Performance Measures for the next review year. The total ratings for

Ratings	Ratings Rating Scale Terms	Performance Rating Scale Definitions
<u>-</u>	Unsatisfactory	Work is unacceptable.
, ₂	Conditional	Work is frequently unacceptable. Immediate improvement is necessary.
ဇ	Acceptable	Performance is regarded as average, but some areas require improvement.
4	Fully Competent	Consistently meets full requirements of the job.
5	Commendable	Exceeds full requirements of the job.
و	Superior	Job performance is exceptional. Results consistently exceed supervisor's expectations.
ΑZ	N/A Not Applicable	Inappropriate to rate or not an observed performance factor.

XAMPLE

	1-Unsa	satisfactory	_	2-Conditional	ional			
,:	3-Acceptable	otable		4-Fully Competent	compete	ŧ		
PERFORMANCE FACTORS	5-Com	5-Commendable	•	6-Superior	ō			Reviewer Comments
				N/A - Not Applicable	t Applica	able	*	
	-	7	ę,	4 5 6	2	9	N/A	
1. JOB KNOWLEDGE: How well does the employee demonstrate an understanding of all aspects of the job and apply accrued knowledge in carrying out duties? Consider the degree of technical knowledge and skill in the techniques, equipment, and procedures required to perform the job.				×				Incumbent has consistently demonstrated a comprehensive understanding of the primary duties and responsibilities of the job.



Employee Name: Melissa Jackson	!	#0	27101	0.1	dob	Title	Reco	Job Title: Records Coordinator I		
` ≥		i	R R	Review Period: From	riod: Fi	, I		6/15/10	To 6/14/11	-
Note: Please refer to current job records and performance data and be objective during your evaluation of the employee.	e objectiv	e during	your eva	aluation	of the er	прюжее		Consider the full rating period and complete the appraisal in a thorough	omplete the appraisal in a	thorough
manner. Check one (1) rating box for each factor.	1-1 Insatisfactory	factory	2.	2-Conditional	nai					
	3-Acceptable	able	4	4-Fully Competent	третеп			1		
PERFORMANCE FACTORS	5-Commendable	endabie	ωZ	6-Superior N/A - Not Applicable	r Applicat	je Sie		Revie	Reviewer Comments	_
		2	<u>س</u>	4	2	卜	¥.		,	
1. JOB KNOWLEDGE: How well does the employee demonstrate an understanding of all aspects of the job and apply accrued knowledge in srying out duties? Consider the degree of technical knowledge and skill the techniques, equipment, and procedures required to perform the job.					X			Melissa possesses a strong knowledge of the court and of the existing court system ACES. It was largely this knowledge which lead to her promotion into this position last year. As she progresses with her new assignments her technical knowledge and skill level will continue to grow.	strong knowledge of the court and of the ACES. It was largely this knowledge which nto this position last year. As she progresses ents her technical knowledge and skill level	ourt and of the towledge which she progresses and skill level
2. WORK QUALITY: How effective is the employee at performing duties and tasks in an accurate, complete and responsible manner? What degree of checking and redoing of work is necessary to obtain the expected quality? Consider the reliability, usefulness and thoroughness of employee's work products.					×			Melissa recognizes the importance of accuracy and is very systematic in verifying the quality of the department's contracted data entry process. She is thorough in reviewing the application of cases to the system and can be depended upon to identify problems requiring resolution.	nportance of accuracy and quality of the department's co thorough in reviewing the applit be depended upon to identify p	r and is very ont's contracted e application of lentify problems
3: INITIATIVE & CREATIVITY: To what extent is the employee receptive to new ideas, improved processes, and growth? Does the employee demonstrate willingness to engage in creative thinking and problem solving? Consider the degree of initiative displayed in performing work.				X				Melissa does well in self-directing and self-pacing. She frequently takes action without being asked. In the months to come, Melissa will need to actively demonstrate her abilities to use creative thinking and problem solving as we analyze processes for our new computer system.	recting and self-pacing taked. In the months trate her abilities to use malyze processes for or	She frequently come, Melissa sreative thinking r new computer r
4. INTERPERSONAL RELATIONS: Consider how well the employee interacts and works harmoniously with supervisor, co-workers, outside agencles, and the public. Does the employee demonstrate ability to resolve conflicts or concerns in a constructive and respectful manner? How effectively does the employee work as part of a team to accomplish sks and provide services?				×				Meilssa is new in the records division and has a responsibility to lead the group and build successful working relationships within the division, as well as with her peers and outside agencies. I would like to see Meilssa make every effort to overcome obstacles and work harmoniously with others throughout the year.	ds division and has a coessful working relation r peers and outside ag very effort to overcom rs throughout the year.	responsibility to ships within the ancies. I would tobstacles and
 DEPENDABILITY: How effective is the employee at completing work property and timely? Does the employee maintain regular work attendance and make sound work-related decisions? Consider the employee's promptness, availability, responsiveness, and reliability when performing assigned duties. 					X			During this reporting period Melissa was consistent, dependable and accurate in camying out her responsibilities to a successful conclusion. She displayed self discipline as well as a strong personal commitment to successfully completing daily tasks. Melissa only used 4 hours of sick leave during this reporting period.	sporting period Melissa was consistent, dependable and carrying out her responsibilities to a successful She displayed self discipline as well as a strong immitment to successfully completing daily tasks. used 4 hours of sick leave during this reporting period.	dependable and a successful as a strong g daily tasks. porting period.
6. COMMUNICATION; How effectively does the employee exchange information with the public and co-workers? Does the employee listen, understand, and respond in a useful, tactful and honest manner? Consider extent to which written communication is clear, concise, and contains all necessary information.				図				Melissa communicates clearly, concisely and with confidence. Melissa should strive to remain open minded and give thoughtful consideration to situations before forming and voicing her opinions.	communicates clearly, concisely and with confidence, should strive to remain open minded and give thoughtful ation to situations before forming and voicing her opinions.	ith confidence. give thoughtful J her opinions.

Employee Name: Melissa Jackson	İ	#0		27101	2	Title	Reco	Job Title: Records Coordinator I	dinator I		
Part I: PERFORMANCE EVALUATION (Cont.)			œ	Review Period: From	eriod: F	rom		6/15/10	/10	To	6/14/11
	1-Unsatisfactory	sfactory		2-Conditional	onal						
	3-Acceptable	table		4-Fully Competent	ompeter	#			ָר ייי	Ç	4
PERFORMANCE FACTORS	5-Comm	5-Commendable		6-Superior N/A - Not Applicable	or t Applica	elq	******		Kev	Kevjewer Comments	
	1	2	60	4	S	9	N/A				
7. POLICY COMPLIANCE: How well does the employee demonstrate willingness to comply with organizational and departmental/divisional willingness to comply with organizational and departmental/divisional depositions and practices governing the field of work? Consider extent to which employee follows safety dicies and practices, code of conduct, ethics, and fraud intolerance coicy, and policy prohibiting illegal discrimination and harassment.				X				Melissa is procedures personal mpersonal/malthough havialability should remshould rems	Melissa is very familiar wir procedures. I would like to personal matters, telephon personnel/departmental wo although her personal p availability to others can be should remember that she	th Municipal to see improve calls and prove calls and prove ork performance reformance in additions is expected to	Melissa is very familiar with Municipal Court and City policies and procedures. I would like to see improvement in regard to allowing personal matters, telephone calls and personal issues interfere with personnel/departmental work performance. It should be noted that although her personal performance may not be affected, her availability to others can be. In addition, as a supervisor, Melissa should remember that she is expected to set an example.
8. PLANNING & ORGANIZING WORK: How effective is the employee at planning and organizing to ensure tasks are accomplished in a timely manner? Does the employee demonstrate ability to prioritize effectively? How proficient is the employee in managing his/her work and developing plans for future action?					×			Melissa displays co work. She demons leaves good instrut be out of the office.	splays consisted the demonstrates of instructions he office.	ent, logical, e s an organize s for her staf	Melissa displays consistent, logical, and orderly thinking in her work. She demonstrates an organized approach to the job and leaves good instructions for her staff when she is planning to be out of the office.
9: PERFORMANCE RESULTS. How effective is the employee in completing work, meeting targets, and delivering services in accordance with the operation's priorities and performance measures? Consider the efficient use of time, assets, and other resources.					X			Melissa is been esta ensure tha	Melissa is aware of the performance stand: been established for the records division, ensure that contract deadlines are met.	performand he records dlines are me	Melissa is aware of the performance standards which have been established for the records division. She strives to ensure that contract deadlines are met.
10. WORKING INDEPENDENTLY: How well does the employee work on his/her own with minimal supervision and direction? How effective is the employee at solving problems and making appropriate decisions at the employee level? Consider extent to which the employee independently moves to next task or follows assignments through to completion.					×			Melissa con: supervision. exercises api		sistently produces quality work She works well independently propriate self direction.	quality work under minimal ndependently and frequently on.
11. SUPERVISION: How effective is the employee in resolving issues that arise in the unit's work plans, activities and schedules and/or motivating others to accomplish tasks while maintaining team unity? Consider effectiveness in delegating work, training and development, performance evaluation, discipline, team building, and other supervisory functions.				X				Melissa su and manag performand broaden he order to bri	Melissa supervises effectively in matters related to to and managing tasks. She also does an excellent jo performance evaluations. I would however like to s broaden her managerial techniques to more of a lead order to bring out the positive attributes of her staff.	vely in matters also does an I would hower chniques to m ive attributes (Melissa supervises effectively in matters related to delegating work and managing tasks. She also does an excellent job writing performance evaluations. I would however like to see Melissa broaden her managerial techniques to more of a leadership style in order to bring out the positive attributes of her staff.
Unsatisfactory (1 of each) Conditional (2 pts each)	_	Acceptable (3 pts each)	ole (3 pt	s each)	Full	Comp	etent (4	Fully Competent (4 pts each)	Commendable (5 pts each)	(5 pts each)	Superior (6 pts each)
Pt Total: 1X = Pt Total: 2X =	₹	Pt Total: 3X	×	11	F	Pt Total: 4X 5	X 0	= 20	Pt Total: 5X	08 = 9	Pt Total: 6X 0 = 0
Sum the checks fo	spective p 5X4=20)	oint valu + Superi	es. Div	ide the to (6X2=12)	otal poin = 52 Te	ts (66 po tal Poin	sslble)	by the total or Part 1 rating	checks to obtain to of 4.73 (Fully Co	he Part 1 rating mpetent)	
Total Points: 50 / Total Factors Rated	actors	Rated	7	4	.5455	Part 1	Total	4.5455 Part 1 Total Rating	4.54		

Instructions: Review the Other Factors/Performance Measures agreed upon for the rating period, and rate the employee's performance. When completing this section, consider the Total 125 assignment's degree of completion and whether some goals could not be attained during the review period due to documented factors that are outside the employee's control. The Part II Rating 4.25 6/14/11 4-Fully Competent Weight % 25.00% 100.00% 25.00% 25.00% 25.00% Formula: Rating x Weight (%) = Total Totaľ: 2-Conditional 6-Superior Part II Rating Example: If Part II includes four (4) performance measures with ratings of 5, 4, 4, and 5 and each performance measure is weighted equally at 25%. (5 x φ မ Instructions: To arrive at the total rating for Part II, multiply the rating for each performance measure by the weight (%) given and add the sum total. 1-Unsatisfactory 5-Commendable × П Ŋ 3-Acceptable \times \times \times 4 Job Title: Records Coordinator I 6/15/10 3 2 25% = 1.25, 4 x 25% = 1.00, 4 x 25% = 1.00, 5 x 25% = 1.25) the sum total of Part II rating is 4.50 (Fully Competent). 1 Meets regularly with work group to ensure that changes in policy and procedure are communicated 2 Provide support and coverage to other divisional supervisors to maintain continuity of operations. 3 Works with other divisional staff members to improve relationships with other divisions within the Review Period: From Example: Collects and accurately inputs on a monthly basis, data pertaining to the number and Provide assistance with the documentation and development of business processes on the ID# 27101 Part II: OTHER FACTORS/PERFORMANCE MEASURERS BEING EVALUATED types of policy violation complaints received for LFR reporting. Demonstrate leadership to other divisional team members. Other Factors/Performance Measures Melissa Jackson weights given must total 100%. computer project team. Employee Name: and understood department.

4